DOCUMENT RESUME

ED 351 060 JC 920 538

AUTHOR Burrill, Dwight A.; Leff, Benay C.
TITLE QUEST [and] YESS: Versatile Survey Instruments for Evaluating Customer Service and the Campus Environment.
INSTITUTION Howard Community Coll., Columbia, Md.
PUB DATE 12 Nov 92
NOTE 25p.
PUB TYPE Tests/Evaluation Instruments (160) -- Reports - Descriptive (141)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Administrator Attitudes; *College Environment; Community Colleges; *Data Collection; Employee Attitudes; Participant Satisfaction; Program Development; *Questionnaires; *School Effectiveness; School Surveys; Self Evaluation (Groups); Student Attitudes; *Student College Relationship; Teacher Attitudes; Two Year Colleges
IDENTIFIERS Howard Community College MD; *Quality Evaluation of Service Trends; *Yearly Evaluation of Services by Students

ABSTRACT

In 1988, in preparation for its 10-year reaccreditation, Howard Community College (HCC), in Maryland, undertook a comprehensive examination of its long-range planning process and formulated a number of strategic priorities. As part of HCC's customer service priority, two survey instruments, Quality Evaluation of Service Trends (QUEST) and the Yearly Evaluation of Services by Students (YESS), were developed to collect valid and reliable information on the quality of services delivered to full- and part-time faculty, staff, and students. The instruments were designed to yield high response rates, produce useful evaluation data, and take no more than 20 minutes to complete. Both instruments solicited respondents' rating of services on a five-point scale, with five representing the highest score possible. Additionally, respondents were also asked if they used the services "frequently," "occasionally," or "not at all," so that results could be interpreted more accurately. A survey insert presented brief descriptions of the services provided by each unit. After QUEST was pilot tested in 1990, HCC decided to exclude part-time faculty from the first year's survey, due to the tremendous disparity between this group and all others surveyed. The YESS survey, first administered in 1991, was changed from a mailed survey to one that was handed out in the classroom due to a initial low response rate. Results from both surveys gave a good picture of the quality of services offered at HCC. Sample data tables, as well as QUEST and YESS survey instruments are provided. (MAB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED351060

QUEST©
YESS©

Versatile Survey Instruments for Evaluating Customer Service and the Campus Environment

Dwight A. Burrill
Benay C. Leff

November 12, 1992

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

B. C. Leff

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.
☒ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

JC920538

HOWARD COMMUNITY COLLEGE

2 BEST COPY AVAILABLE

EXECUTIVE SUMMARY

Howard Community College, located in the "new town" of Columbia, MD. in the Washington-Baltimore corridor, enrolled its first students in 1970. Today the college serves nearly 5,000 full-time and part-time credit students and more than 14,000 in credit free courses.

For more than two decades Howard Community College has employed various assessment techniques to evaluate the services provided to its faculty and staff by their colleagues within the institution. The original "Services Evaluation" was distributed to every full-time employee and contained more than 100 items to rate. Survey results were, in part, tied to the institutional merit pay program in that employees often included a potential rating as one measure of outcome in their annual performance plans.

The printout of responses and analysis became voluminous over the years containing pages and pages of data. Response rates began to dwindle and little useful information was ultimately gleaned from a process that no longer seemed meaningful. By 1985 that process became mired in complexities and was suspended for approximately three years.

In 1988, at a time when Howard Community College was preparing for its ten-year reaccreditation, the institution undertook a comprehensive examination of its long-range planning process and the formulation of strategic priorities. The focus developed has been primarily on "Teaching and Learning," "Student Access," "Customer Service," "Cultural Diversity," and "Management Excellence."

As the customer service priority emerged, the college sought to develop a new mechanism that would yield valid and reliable information on the quality of services delivered to full-time and part-time faculty, staff and students. The institution was eager to generate a survey instrument that would engender a high response rate; produce useful evaluation data; and would not take more than 20 minutes to complete.

Efforts were made to identify an existing instrument that could be modified for use at HCC. A study of both business and academic organizations, however, failed to unearth a suitable model. Instead, a focus group of faculty and staff was convened to probe this issue and delineate factors considered important in a campus-wide assessment of individual offices.

One of our goals was to identify common elements that would be useful in evaluating all departmental units. In particular, the group recommended inclusion of the following five "generic" elements in the first section of the QUEST© (*"Quality Evaluation of Service Trends"*) examining "Quality of Service":

- *Responds promptly to requests;*
- *Provides accurate information;*
- *Exhibits helpfulness and courtesy;*
- *Demonstrates flexibility; and*
- *Performs functions effectively.*

Respondents are asked to rate each service on each element on a five-point scale, with five being high. Respondents are also asked if they are frequent or occasional users of services. In addition, an "opt-out" selection was included for the respondent with no direct experience in using the services of a particular office or department. This last element addressed a flaw in earlier instruments which skewed ratings by including responses entered by those who made no use of a unit.

Another insight which resulted from the focus group had to do with the nomenclature and role of various organizational divisions. Despite the relatively small size of Howard Community College, we learned from focus group members that departments were often associated with the administrator in charge and not with the tasks performed or services delivered. For example, while some participants believed "Telecommunications" referred to our cable TV operations, others thought we were describing the microcomputer/telephone operation. As a result of this and other discrepancies, we elected to include an insert naming each unit and offering a very brief description of the services provided.

Another implementation issue arose over the appropriate time to administer the survey. For our institution the week just before or after spring break enables us to have the bulk of the fiscal year's activities completed and empowers administrators to use the results for planning for the subsequent year.

A final objective was to include questions which would allow the college administration to assess the degree to which it was effectively responding to general workplace issues. At present, the second section elicits information about faculty and staff ratings on the performance of "Executive Management" and the third section of the QUEST© focuses on "Job Satisfaction." In future or alternate years, these sections can be revised to probe other matters of campus-wide concern.

In April, 1990, after a pilot test with the focus group, we distributed the instrument to all full-time and part-time faculty and staff. Since that initial administration, we only distribute the survey to full-time faculty and full- and part-time budgeted staff, because the responses from part-time faculty the first year revealed tremendous disparity with all other respondent categories. We intend to develop another instrument which will get at issues important to the part-time faculty.

During the past three years, the QUEST© survey has provided the administration and faculty and staff of Howard Community College with important information about its delivery of services to its various on-campus constituents. In addition, useful data have been collected which reveal the close relationships between prevailing budget constraints and job security; effective communication and confidence in management; and personal work space amenities and overall job satisfaction. We have also discovered pertinent distinctions between the ratings given by employees based on their years of service.

Using the QUEST© as a model, the institutional advancement area's research staff developed a second instrument to evaluate the quality of services delivered to students. The YESS© ("*Yearly Evaluation of Services by Students*") was first administered in 1991. Because of a low participation rate in that year's mailed survey, responses collected in 1992 will be used to establish baseline data. The 1992 survey, handed out in classrooms by faculty, produced a significantly higher response rate.

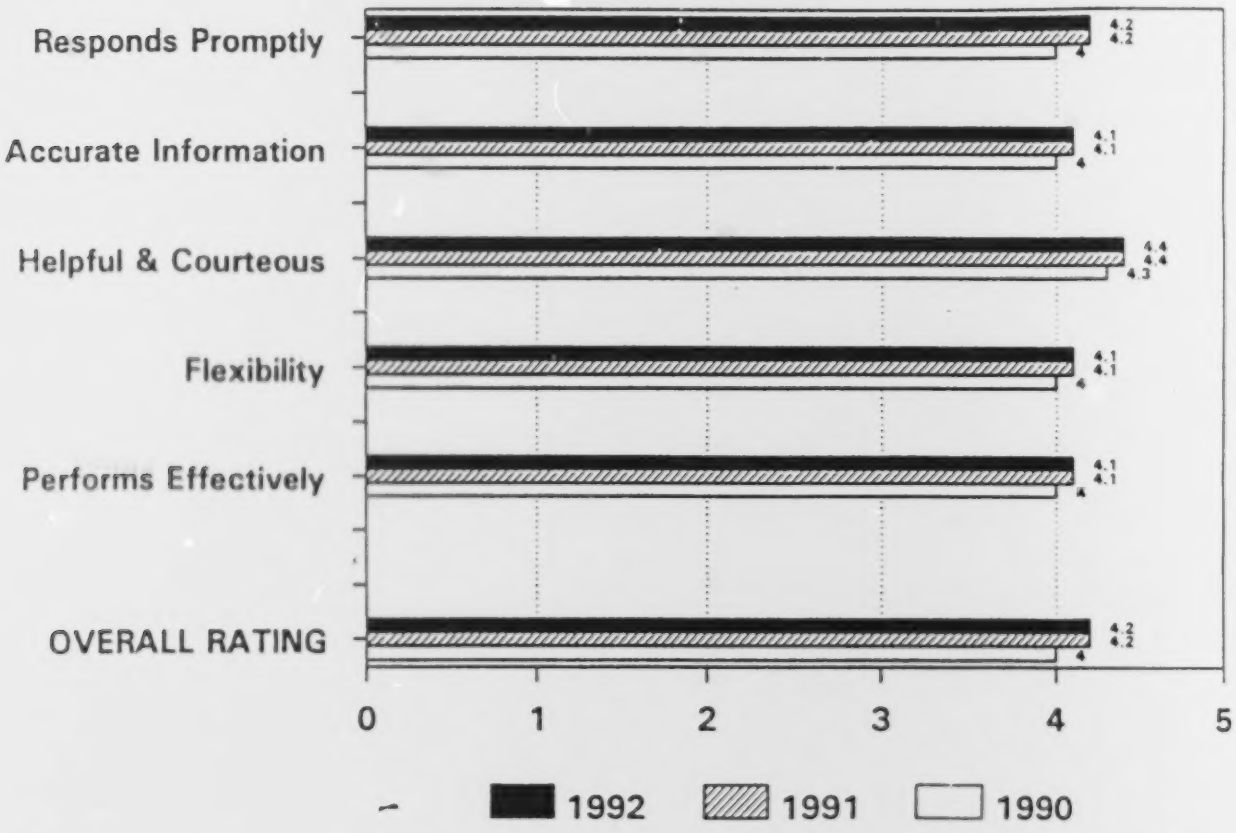
The YESS© survey gives the students' perception of the quality of services they receive at the college. Students rate services on a five-point scale, with five being high. An additional section of the survey asks for students' ratings on "other elements of the campus environment." Taken together, the results from both surveys give a good overall picture of the quality of services offered on campus.

Howard Community College believes it has developed a functional and effective set of instruments to evaluate customer service as part of its overall strategic planning process and Board of Trustees Information System. The existing surveys copyrighted by HCC can easily be tailored to meet the information needs of other institutions as well. Ideally, the collection of data from colleges across the country would provide a basis for comparison and standards for targeting specific improvement in a broad array of campus-based services.

Inquiries regarding use of the QUEST© and YESS© on your campus should be sent to:

Benay C. Leff
Vice President and Dean of Institutional Advancement
Howard Community College
10901 Little Patuxent Parkway
Columbia, MD 21044
(410) 992-4806

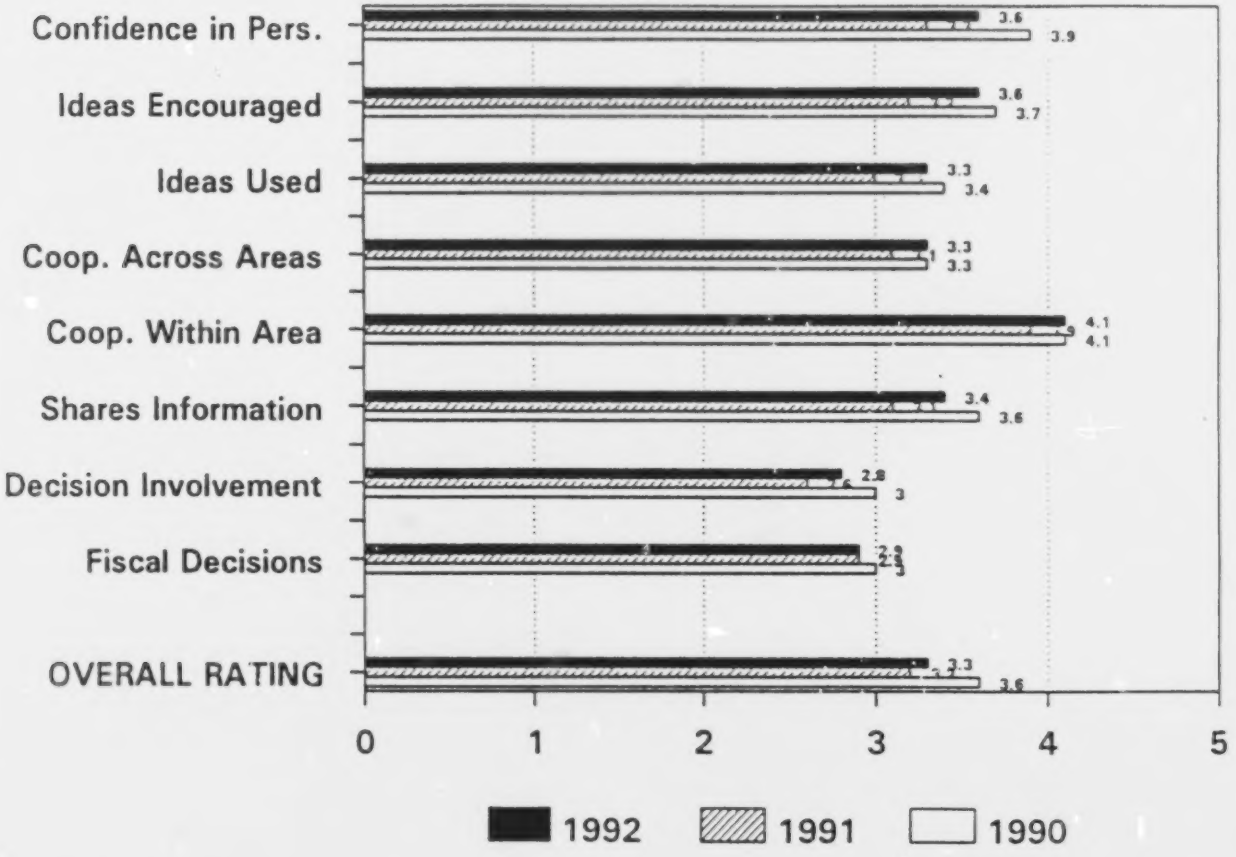
Employee Rating of Personnel Services



Source: QUEST Reports - 1990, 1991, 1992

SAMPLE DATA

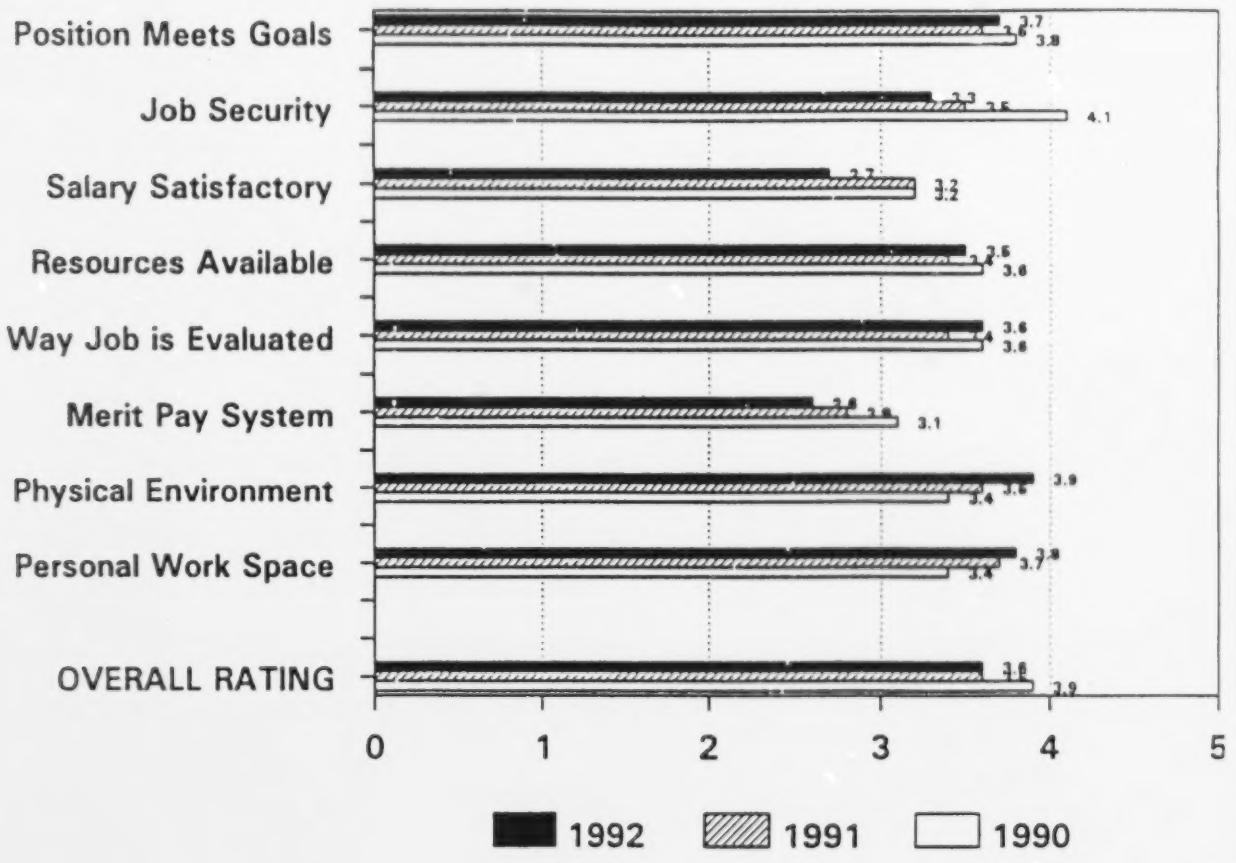
Employee Rating of Executive Management



Source: QUEST Reports - 1990, 1991, 1992

SAMPLE DATA

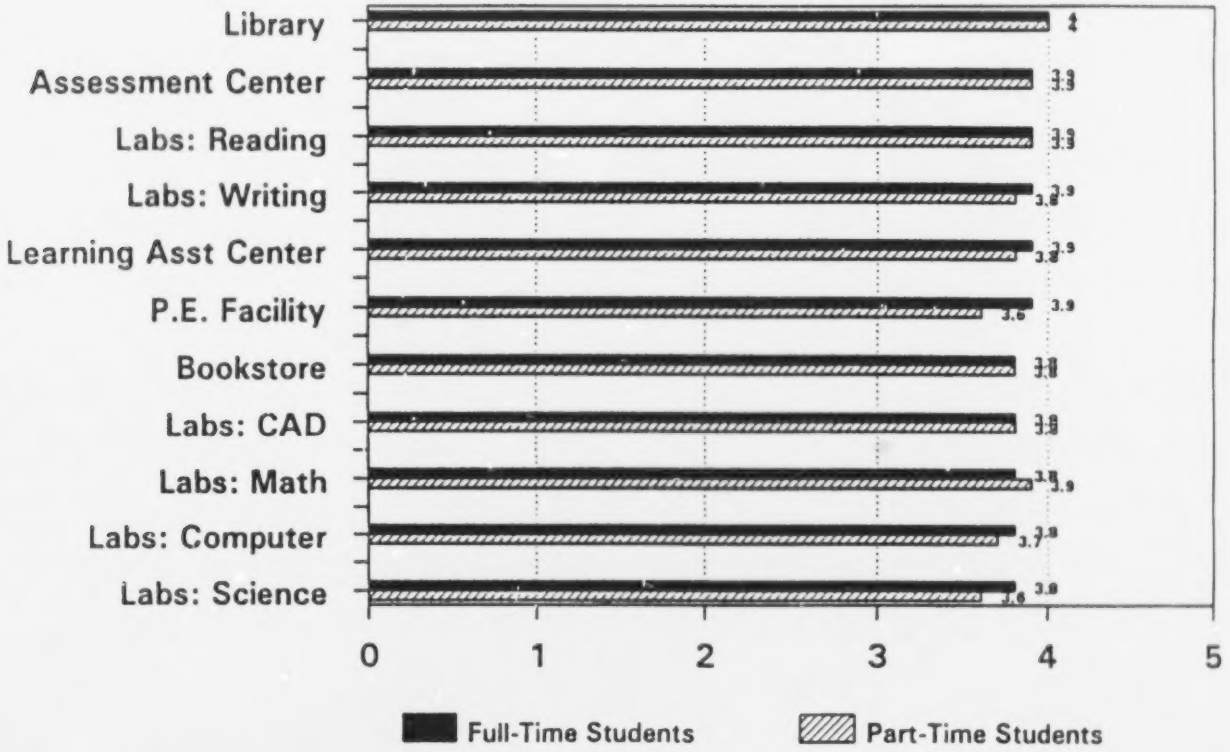
Employee Rating of Job Satisfaction



Source: QUEST Reports - 1990, 1991, 1992

SAMPLE DATA

Student Rating of Services
By Full-time/Part-time Status



Source: 1992 YESS Report

SAMPLE DATA

Quest

A Survey Of Quality
At
Howard Community College

Focusing On:

- Service
- Executive Management
- Job Satisfaction

Opinions Expressed In This Survey Are Strictly

Confidential

© 1990 by Howard Community College, Columbia, MD, 21044

The Quest Survey

This survey takes about
25 Minutes
to complete

The inclusion of Customer Service as one of HCC's strategic priorities has given increased importance to the evaluation of services by staff. The purpose of this survey is to obtain your evaluation of the quality of service to both HCC employees and students. We are confident that the Quest Survey will yield valuable results.

The survey should take no more than 25 minutes to complete. Please be assured that the survey is completely **ANONYMOUS** and that all individual responses will be kept **CONFIDENTIAL**.

Even non-users of services are asked to rate the services, and those ratings will be treated as perceptions of the quality of those services. If you have no knowledge at all of a particular service, you may leave that section blank.

The instrument is divided into four separate sections:

Part 1

The first section lists college services in alphabetical order. You are first asked to indicate your level of use of each of the services. On the left, five items reflecting college-wide expected standards of service and one overall rating item are used to rate the services. Responses to these "generic" quality of service items are made in terms of the frequency with which a unit meets the expected standards. The response options range from "Always" (5) to "Never" (1).

Part 2

Executive Management issues have been treated separately from the service items on the survey form. The items in this section refer to the leadership provided by the President and Vice Presidents. These items are rated on a five-point scale, with five being the highest rating and one the lowest.

Part 3

This section on job satisfaction has a direct relationship to quality of service both in the provision and the rating of services. A five-point satisfaction scale is used for ratings on each satisfaction item.

Part 4

The final section of the survey is for your comments either on specific areas covered on the instrument, or on general topics pertaining to the work environment at HCC. Please feel free to use this section to pass along a compliment or to air a gripe.

Please return your completed survey to the special QUEST box in the Office of Research and Personnel (C105).

Please begin the survey by providing information requested below describing your position at HCC. Then move on to Parts 1, 2, 3 and 4.

Respondent Information

YEARS EMPLOYED AT HCC

1. ___Less than a year
2. ___ 1-3 Years
3. ___ 4-6 Years
4. ___ 7-10 Years
5. ___ Over 10 Years

WORK STATUS ___Full-Time ___Part-Time

EMPLOYMENT ___Full-Time Faculty ___Part-Time Credit Faculty ___ Credit-Free Faculty
___Professional/Administrative Staff ___ Support Staff

SUPPLEMENTAL LIST OF SERVICES FOR THE QUEST SURVEY

To help you identify the services that each of the units listed on the QUEST Survey provides, please refer to the following list. This is not intended to be a comprehensive profile, but is designed to aid you in recognizing units by their "official" names.

1. Adult/Evening Services
Services for adults and evening students, the SEQUEL and Linkage programs

2. Bookstore
Sale of textbooks and other necessities of college life

3. Business Office
Payroll, purchasing, reimbursement, budget oversight

4. Cafeteria/
Sale and preparation of food and beverages

5. CAPA Center/Testing Services
Entrance testing for new students, other testing

6. Computer Services
Computer Center, routine reports and special programming requests

7. Continuing Education
Classes for personal and career enrichment and customized training for business, industry, government agencies; apprenticeships, basic skills, ESL, GED preparation, International Education, and Weekend College

8. Counseling Services
Academic, career, and personal counseling for students as well as information on transfer and articulation

9. Dean's Office Staff
Appointments with the deans, transmittal of messages to/from the deans, assistance to faculty/staff on designated tasks

10. Development/Alumni Relations
Cultivation of donors, fund-raising, coordination of alumni activities, special events, and the educational foundation

11/12. Division Faculty (2)
Service on college committees, participation in college activities and events (non-teaching activities)

13/14. Division Office Staff (2)
Transmit messages, set up appointments with/for faculty and with division chairs

15. Faculty Development Services
Coordination of training to enhance faculty awareness of current educational trends and techniques

16. Financial Aid/Veterans' Affairs
Assistance to students who are eligible for government programs designed to help them defray college expenses

17. LRC: Audio-Visual Services
Production of visual materials, provision of AV equipment for instructional and administrative purposes

18. LRC: Library
Material and information necessary to supplement classroom instruction, including books, periodicals, computerized search systems

19. LRC: Video Services
Production and coordination of television programming for Cable channel, production of tapes for faculty/staff for instructional or other purposes related to college mission

20. Personnel/Affirmative Action
Advertising for open positions, maintenance of staff records, oversight of hiring practices, benefits coordination, staff development activities

21. Physical Education Center
Operation of gymnasium, pool, and athletic programs

22. Plant Operations
Housekeeping, groundskeeping, building maintenance

23. President's Office Staff
Appointments with the president, transmittal of messages to/from the president, assistance to faculty/staff on designated tasks

24. Print Shop
Reproduction of printed materials

25. Public Relations/Marketing
Media relations, institutional advertising, publications, community relations, coordination of college-wide marketing efforts

26. Research Office
Maintenance and dissemination of data on student enrollment, surveys of targeted populations, liaison with the state on reporting requirements, responses to special requests from faculty and staff

27. Student Activities
Offerings of interest to students to enrich their college experience (e.g., clubs, trips, special events)

28. Student Services: Admissions
Recruitment of students, processing of admission applications

29. Student Services: Records and Registration
Registration of all credit and credit-free students, storing and issuing of transcripts

30. Student Support Services (formerly Special Services)
Provision of tutoring and other special assistance to students who are first-generation college students, or are from low-income families, or who are disabled

31. Telecommunications/ Office Automation
Micro-computer care and repair; ROLM phone hookups

32. Theatre
Services provided to staff, students, and community through theatrical offerings or use of the theater facility for other purposes

Part 1

Quality of Service

Please circle the number which best describes your rating for each item. Be sure to note how much you use the service.

The same scale is used throughout the section, where 5 is ALWAYS and 1 is NEVER.

1 Adult/Evening Services

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items	Frequency of Response (Always · · · Never)
· Responds promptly to requests	5 4 3 2 1
· Provides accurate information	5 4 3 2 1
· Exhibits helpfulness and courtesy	5 4 3 2 1
· Demonstrates flexibility	5 4 3 2 1
· Performs functions effectively	5 4 3 2 1

Overall Rating On Customer Service (Check one rating for each service)
☐ *Excellent* ☐ *Needs Improvement* ☐ *Satisfactory*

Comments _____

2 Bookstore

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items	Frequency of Response (Always · · · Never)
· Responds promptly to requests	5 4 3 2 1
· Provides accurate information	5 4 3 2 1
· Exhibits helpfulness and courtesy	5 4 3 2 1
· Demonstrates flexibility	5 4 3 2 1
· Performs functions effectively	5 4 3 2 1

Overall Rating On Customer Service (Check one rating for each service)
☐ *Excellent* ☐ *Needs Improvement* ☐ *Satisfactory*

Comments _____

3 Business Office

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items	Frequency of Response (Always · · · Never)
· Responds promptly to requests	5 4 3 2 1
· Provides accurate information	5 4 3 2 1
· Exhibits helpfulness and courtesy	5 4 3 2 1
· Demonstrates flexibility	5 4 3 2 1
· Performs functions effectively	5 4 3 2 1

Overall Rating On Customer Service (Check one rating for each service)
☐ *Excellent* ☐ *Needs Improvement* ☐ *Satisfactory*

Comments _____

4 Cafeteria

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items	Frequency of Response (Always · · · Never)
· Responds promptly to requests	5 4 3 2 1
· Provides accurate information	5 4 3 2 1
· Exhibits helpfulness and courtesy	5 4 3 2 1
· Demonstrates flexibility	5 4 3 2 1
· Performs functions effectively	5 4 3 2 1

Overall Rating On Customer Service (Check one rating for each service)
☐ *Excellent* ☐ *Needs Improvement* ☐ *Satisfactory*

Comments _____

5 CAPA Center/ Testing Services

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items	Frequency of Response (Always · · · Never)
· Responds promptly to requests	5 4 3 2 1
· Provides accurate information	5 4 3 2 1
· Exhibits helpfulness and courtesy	5 4 3 2 1
· Demonstrates flexibility	5 4 3 2 1
· Performs functions effectively	5 4 3 2 1

Overall Rating On Customer Service (Check one rating for each service)
☐ *Excellent* ☐ *Needs Improvement* ☐ *Satisfactory*

Comments _____

6 Computer Services

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items	Frequency of Response (Always · · · Never)
· Responds promptly to requests	5 4 3 2 1
· Provides accurate information	5 4 3 2 1
· Exhibits helpfulness and courtesy	5 4 3 2 1
· Demonstrates flexibility	5 4 3 2 1
· Performs functions effectively	5 4 3 2 1

Overall Rating On Customer Service (Check one rating for each service)
☐ *Excellent* ☐ *Needs Improvement* ☐ *Satisfactory*

Comments _____

Quality of Service Items

- Responds promptly to requests
- Provides accurate information
- Exhibits helpfulness and courtesy
- Demonstrates flexibility
- Performs functions effectively

Overall Rating On Customer Service (Check one rating for each service)

7 Continuing Education

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

8 Counseling Services

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

9 Deans' Office Staff

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

Quality of Service Items

- Responds promptly to requests
- Provides accurate information
- Exhibits helpfulness and courtesy
- Demonstrates flexibility
- Performs functions effectively

Overall Rating On Customer Service (Check one rating for each service)

14 Division Office Staff: Human Services/ Humanities/Soc. Sci.

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

15 Faculty Development Services

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

16 Financial Aid/ Veterans' Affairs

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

Quality of Service Items

- Responds promptly to requests
- Provides accurate information
- Exhibits helpfulness and courtesy
- Demonstrates flexibility
- Performs functions effectively

Overall Rating On Customer Service (Check one rating for each service)

21 Physical Education Center

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

22 Plant Operations

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

23 President's Office Staff

How much do you use this service? ☐Often ☐Occasionally ☐Not at all

Frequency of Response (*Always* · · · *Never*)

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Satisfactory* ☐ *Needs Improvement*

Comments _____

10 Development/ Alumni Relations

How much do you use this service?
☑ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☑ *Excellent* ☐ *Needs*
☑ *Satisfactory* *Improvement*

Comments _____

11 Division Faculty Business/Math Science/Technology

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

12 Division Faculty Human Services/ Humanities/Soc. Sci.

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

13 Division Office Staff: Business/Math Science/Technology

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

17 LRC: Audio-Visual Services

How much do you use this service?
☑ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☑ *Excellent* ☐ *Needs*
☑ *Satisfactory* *Improvement*

Comments _____

18 LRC: Library

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

19 LRC: Video Services

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

20 Personnel/ Affirmative Action

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

24 Print Shop

How much do you use this service?
☑ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☑ *Excellent* ☐ *Needs*
☑ *Satisfactory* *Improvement*

Comments _____

25 Public Relations/ Marketing

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

26 Research Office

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

27 Student Activities

How much do you use this service?
☐ Often ☐ Occasionally ☐ Not at all

Frequency of Response
Always . . . *Never*

5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1

☐ *Excellent* ☐ *Needs*
☐ *Satisfactory* *Improvement*

Comments _____

28 Student Services: Admissions

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items

Frequency of Response
Always · · · *Never*

· Responds promptly to requests	5	4	3	2	1
· Provides accurate information	5	4	3	2	1
· Exhibits helpfulness and courtesy	5	4	3	2	1
· Demonstrates flexibility	5	4	3	2	1
· Performs functions effectively	5	4	3	2	1

Overall Rating On Customer Service
(Check one rating for each service)

☐ *Excellent* ☐ *Needs Improvement*
☐ *Satisfactory*

Comments _____

29 Student Services: Records/Registration

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Frequency of Response
Always · · · *Never*

	5	4	3	2	1
	5	4	3	2	1
	5	4	3	2	1
	5	4	3	2	1
	5	4	3	2	1

☐ *Excellent* ☐ *Needs Improvement*
☐ *Satisfactory*

Comments _____

30 Student Support Services (formerly Special Services)

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items

Frequency of Response
Always · · · *Never*

· Responds promptly to requests	5	4	3	2	1
· Provides accurate information	5	4	3	2	1
· Exhibits helpfulness and courtesy	5	4	3	2	1
· Demonstrates flexibility	5	4	3	2	1
· Performs functions effectively	5	4	3	2	1

Overall Rating On Customer Service
(Check one rating for each service)

☐ *Excellent* ☐ *Needs Improvement*
☐ *Satisfactory*

Comments _____

31 Telecommunications/ Office Automation

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Frequency of Response
Always · · · *Never*

	5	4	3	2	1
	5	4	3	2	1
	5	4	3	2	1
	5	4	3	2	1
	5	4	3	2	1

☐ *Excellent* ☐ *Needs Improvement*
☐ *Satisfactory*

Comments _____

32 Theatre

How much do you use this service?
☐Often ☐Occasionally ☐Not at all

Quality of Service Items

Frequency of Response
Always · · · *Never*

· Responds promptly to requests	5	4	3	2	1
· Provides accurate information	5	4	3	2	1
· Exhibits helpfulness and courtesy	5	4	3	2	1
· Demonstrates flexibility	5	4	3	2	1
· Performs functions effectively	5	4	3	2	1

Overall Rating On Customer Service
(Check one rating for each service)

☐ *Excellent* ☐ *Needs Improvement*
☐ *Satisfactory*

Comments _____

Anything Missing?

Please note here any office or service not covered in this section of the survey.

_____
_____
_____

Part 2

Executive Management

This section is designed to measure the effectiveness of leadership provided by the President and Vice Presidents.

Please circle the number which best describes your rating for each item.

1. How much confidence does the executive management show in the ability of campus personnel to do excellent work?	*Maximum Confidence*	5	4	3	2	1	*No Confidence*
2. To what extent does the executive management encourage you to develop creative and innovative ideas?	*Frequently*	5	4	3	2	1	*Never*
3. To what extent are your innovative ideas supported and used by the executive management?	*Maximum Support*	5	4	3	2	1	*No Support*
4. How much cooperation exists *across* the various areas of the campus?	*Maximum Cooperation*	5	4	3	2	1	*No Cooperation*
5. How much cooperation exists *within* your area?	*Maximum Cooperation*	5	4	3	2	1	*No Cooperation*
6. To what extent does the executive management share important information with you that you need to do your job?	*Always Shares Information*	5	4	3	2	1	*Never Shares Information*
7. To what extent are you involved in campus decisions that affect you personally?	*Maximum Involvement*	5	4	3	2	1	*No Involvement*
8. How do you rate the appropriateness of decisions affecting the college's fiscal resources?	*Excellent*	5	4	3	2	1	*Poor*
9. Overall Rating On Executive Management	*Excellent*	5	4	3	2	1	*Poor*

Survey continues on next page

Part 3

Job Satisfaction

Please circle the number which best describes your satisfaction rating for each item.

1. To what extent do you feel your present position is satisfying your goals and aspirations?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
2. To what extent are you satisfied with the job security of your present position?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
3. To what extent are you satisfied with the salary you receive in your present position?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
4. How satisfied are you with the resources available to you to carry out the necessary functions of your job?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
5. How satisfied are you with the way your job performance is evaluated?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
6. How satisfied are you with HCC's merit pay system?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
7. How satisfied are you with the overall physical environment in which you work?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
8. How satisfied are you with your personal work space?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
9. How would you rate your overall job satisfaction?	*Very Satisfied*	5	4	3	2	1 *Very Dissatisfied*
10. What is your greatest source of job satisfaction? *(Write your answer.)*						

Part 4

Comments

Please attach additional sheets if extra space is required for your comments.

Office use only:

IR-3/90

Many thanks for your help!

YESS

Yearly Evaluation of Services By Students

Howard Community College
Spring 1992

TO THE STUDENT:

The YESS (Yearly Evaluation of Services by Students) is fielded each year to help us gauge the quality of the services that are provided to students at HCC.

A random selection of all classes has been made to determine which students are asked to fill out the survey.

PLEASE FILL OUT THE YESS SURVEY ONLY ONCE THIS SEMESTER.

If you have already completed the survey in another class, please return this blank copy to your instructor.

Thank you for the time and thought given to completing this survey.

All information and opinions from this survey will be kept strictly
CONFIDENTIAL
Please return the survey by April 10, 1992

PART I. EVALUATION OF SERVICES

Please rate each of the following on a five point scale by circling the number which best describes your evaluation. If you think a service could be improved, please comment on what needs to be improved.

IF YOU NEVER USE A SERVICE, DO NOT RATE IT.

A Academic Advising (Faculty & counselors)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

B Assessment Center (CAPA)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

C Bookstore

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

D Cafeteria

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

E Cashiers' Office

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

F Counseling

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

G Financial Aid Office

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

H Labs (CAD)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

I Labs (COMPUTER)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

J Labs (ELECTRONIC)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

K Labs (MATH)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

L Labs (NURSING)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

M Labs (READING)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

N Labs (SCIENCE)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

O Labs (WRITING)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

P Learning Assistance Center

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

Q Library

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

R Physical Ed Facility (GYM)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

S Pre-Admission Services

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

T Records Office (Transcripts, graduation)

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

U Registration Office

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

V Security

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

W Student Activities Office

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

X Student Government Association

Excellent . . . Needs Improvement

5 4 3 2 1

Comments:

BEST COPY AVAILABLE

PART II. EVALUATION OF OTHER ELEMENTS OF THE CAMPUS ENVIRONMENT

Please rate each of the following on a five point scale by circling the number which best describes your evaluation. If you think an area could be improved, please comment on what needs improvement.

LEAVE AREAS BLANK IF YOU ARE NOT FAMILIAR WITH THEM.

A Attitude of faculty towards students	**B** Attitude of non-teaching staff towards students	**C** Block time (Wednesday 12-2)	**D** Campus clubs
Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement
5 4 3 2 1	5 4 3 2 1	5 4 3 2 1	5 4 3 2 1
Comments:	Comments:	Comments:	Comments:
E College catalog	**F** College social life	**G** Cooperative Education Program	**H** Cultural activities
Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement
5 4 3 2 1	5 4 3 2 1	5 4 3 2 1	5 4 3 2 1
Comments:	Comments:	Comments:	Comments:
I Cultural diversity	**J** General condition of buildings/grounds	**K** Honors Program	**L** Intercollegiate Sports Program
Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement
5 4 3 2 1	5 4 3 2 1	5 4 3 2 1	5 4 3 2 1
Comments:	Comments:	Comments:	Comments:
M Intramural Sports Program	**N** Job placement services	**O** Orientation for new students	**P** Out-of-class access to instructors
Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement
5 4 3 2 1	5 4 3 2 1	5 4 3 2 1	5 4 3 2 1
Comments:	Comments:	Comments:	Comments:
Q Parking facilities	**R** Quality of instruction (OVERALL)	**S** Quality of instruction in your major	**T** Schedule of Classes (The Publication)
Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement
5 4 3 2 1	5 4 3 2 1	5 4 3 2 1	5 4 3 2 1
Comments:	Comments:	Comments:	Comments:
U Scheduling of classes (Times scheduled)	**V** Services for the disabled	**W** Support for second language English students	**X** Testing/grading system (No "D" grade)
Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement	Excellent . . . Needs Improvement
5 4 3 2 1	5 4 3 2 1	5 4 3 2 1	5 4 3 2 1
Comments:	Comments:	Comments:	Comments:

PART III. STUDENT INFORMATION

Please fill in or check off information as requested to complete the survey items below.

A. What is your age?	___	Years
B. What year did you graduate from high school? 19	___	
C. What is your employment status?	___	1. Employed full-time (30 or more hours/week)
	___	2. Employed part-time (less than 30 hours/week)
	___	3. Unemployed, seeking work
	___	4. Unemployed, not seeking work
	___	5. Retired
	___	6. Other:_____
D. Are you in need of financial aid to assist you in meeting your college expenses?	___	1. Yes, already receive it
	___	2. Yes, would like to receive it
	___	3. Maybe, would like information about the program
(NOTE: FOR MORE INFORMATION ON FINANCIAL AID, PLEASE CALL HCC'S FINANCIAL AID OFFICE AT 992-4856)	___	4. No
E. Is this your first semester at HCC? ***(Check box at right)***		1. Yes ☐ 2. No ☐
IF NO: For how many semesters (including this semester and summer sessions) have you attended HCC?	___	Semesters at HCC
F. How many credits and courses are you taking at HCC this semester?	___	Credits
	___	Courses
G. What is your major? MAJOR:		_____
H. What is your **primary** goal in attending HCC? ***(Check one)*** GOAL:	___	1. Transfer to a four-year school
	___	2. Earn a Certificate or A.A. degree
	___	3. Gain job-related skills
	___	4. Interest and self-enrichment
	___	5. Other:_____
I. Which of the following best describes your schedule? DAY:		1. 50% or more of credits are taken in classes before 5:00 p.m.
EVENING:		2. 50% or more of credits are taken in classes after 5:00 p.m.

PART IV. YOUR COMMENTS

We are very interested in having your comments about services and facilities or any other aspects of the academic and campus environment at HCC. Please take the time to share with us your comments.

© *Copyright 1992 Howard Community College*

Revised: 3/4/92 bbl\dlblyess1.sur